

# GETTING IT DONE:

## Delivering Health and Human Services in North Carolina

*The mission of the North Carolina Department of Health and Human Services (NC DHHS) is to enhance the quality of life of NC families and residents through the expansion of opportunities for healthy and safe lives and achievement of economic and personal independence. This mission will be achieved through commitment to the following business drivers:*

- **DHHS will employ an enterprise-wide approach in the design and delivery of programs and services for the ultimate benefit of NC residents by:**
  - Implementing evidence based practices with an emphasis on prevention
  - Providing seamless access to an array of services that are locally available, client and family centric and outcome oriented
  - Utilizing program funds in a flexible manner that is responsive to changing needs, maximizes outcomes and meets state and federal requirements
  - Ensuring access to services by people with disabilities and those who may have special needs relating to language, culture or ethnicity
- **DHHS will sustain a culture of continuous improvement by:**
  - Identifying and implementing best practices and measuring for results
  - Empowering decision makers
  - Sustaining a high performance workforce
  - Providing tools to enable decision making
- **DHHS business needs will drive operational decisions and resource allocation by:**
  - Maximizing the use of human, technological and financial resources to enable business activities through coordinated planning processes
- **DHHS will leverage resources to achieve operational efficiencies by:**
  - Streamlining business processes
  - Implementing process improvement prior to automation
  - Enhancing access and transparency of information
  - Identifying opportunities for cost avoidance, savings and recovery
  - Ensuring the continuity, reliability and security of data and support systems
- **DHHS will enhance internal and external communications and marketing efforts to continue our focus on customer service by:**
  - Analyzing complaints and call center data to shorten response times and improve programs and services
  - Applying technology and best business practices to improve the ways in which we collect, share, analyze and use information from stakeholders and consumers
  - Targeting messages to the public about NC DHHS programs and services and their impact on the quality of life in NC
  - Supporting the tools, processes and resources necessary to inform and connect a large, diverse and geographically dispersed workforce

